

**CALIFORNIA ENVIRONMENTAL PROTECTION AGENCY
DEPARTMENT OF TOXIC SUBSTANCES CONTROL
REGISTERED ENVIRONMENTAL ASSESSOR PROGRAM**

CUSTOMER SERVICE SURVEY

The Registered Environmental Assessor (REA) Program strives to provide you with the best possible customer service. Your response to this survey will help us serve you and others better. Please mail completed survey to: **Registered Environmental Assessor Program, P.O. Box 806, Sacramento, CA 95812-0806 or fax to (916) 323-3505**

REGISTRATION

1. My most recently submitted Registered Environmental Assessor application was:

☐ REA I ☐ REA II

- ☐ New
☐ Reinstatement
☐ Registration Renewal

2. I found completion of the application form to be:

- ☐ Simple
☐ Difficult, because

3. I found the billing process for annual registration fees to be:

- ☐ Clear
☐ Confusing

4. I found the annual registration fee to be:

- ☐ Fair
☐ Too Much

5. The regulations are understandable:

- ☐ Strongly Agree
☐ Agree
☐ Disagree
☐ Strongly Disagree

CUSTOMER SERVICE

1. Staff is courteous and helpful:

☐ Yes ☐ No

2. A timely response was provided:

☐ Yes ☐ No

3. My overall satisfaction level with REA service is:

☐ Excellent ☐ Fair
☐ Good ☐ Poor

Comments: _____

PROGRAM INFORMATION

How did you first hear about the REA program?

- ☐ Conference/Trade Show ☐ Employer
☐ Colleague ☐ Other _____
(Specify)

COMMENTS

OPTIONAL – NAME AND ADDRESS

